

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al. Art Unit : Unknown
Serial No. : N/A Examiner : Unknown
Filed : March 18, 2004
Title : CUSTOMIZATION OF AN INTERACTION CENTER MANAGER'S
GRAPHICAL DASHBOARD

MAIL STOP PATENT APPLICATION

Commissioner for Patents
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Alexandria, VA 22313-1450

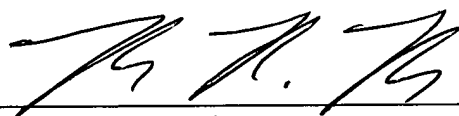
INFORMATION DISCLOSURE STATEMENT

Applicant submits the references listed on the attached form PTO-1449.

This statement is being filed with the application. Accordingly, only copies of foreign patent documents and non-patent literature are enclosed. Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Date: March 18, 2004



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Substitute Form PTO-1449 (Modified)	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-142001	Application No.
Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b))		Applicant Kumar et al.	
		Filing Date March 18, 2004	Group Art Unit

U.S. Patent Documents							
Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
	AA	5,926,539	07/20/99	Shtivelman			
	AB	6,381,640	04/30/02	Beck et al.			
	AC	6,539,419	03/25/03	Beck et al.			
	AD	6,584,191	06/24/03	McPartlan et al.			
	AE	6,587,556	07/01/03	Judkins et al.			
	AF	6,704,409	03/09/04	Dilip et al.			
	AG	2002/0095462	07/18/02	Beck et al.			

Foreign Patent Documents or Published Foreign Patent Applications								
Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AH							

Other Documents (include Author, Title, Date, and Place of Publication)		
Examiner Initial	Desig. ID	Document
	AI	"Aspect Administration and Development Tools," Aspect, 2002, obtained at http://www.aspect.com/mm/pdf/products/pstn/Aspect_Admin_Dev_Tools_ds.pdf , 4 pages.
	AJ	"About Genesys Call Center Pulse" Genesys, 1998, obtained at http://www.euronetrt.hu/termekek/genesys/ccpulse.pdf , 4 pages.
	AK	"FAQ: Description of Genesys Gplus Adapter for mySAP™ Customer Relationship Management (CRM)" Genesys and SAP Solutions, 2002, obtained at http://www.sap.com/australia/fasttrack/faq.pdf , 5 pages.
	AL	"The E-Business Workplace: Discovering the Power of Enterprise Portals," John Wiley & Sons, Inc., document undated, copyright © 2001, 6 pages.

Examiner Signature	Date Considered
EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	